

200

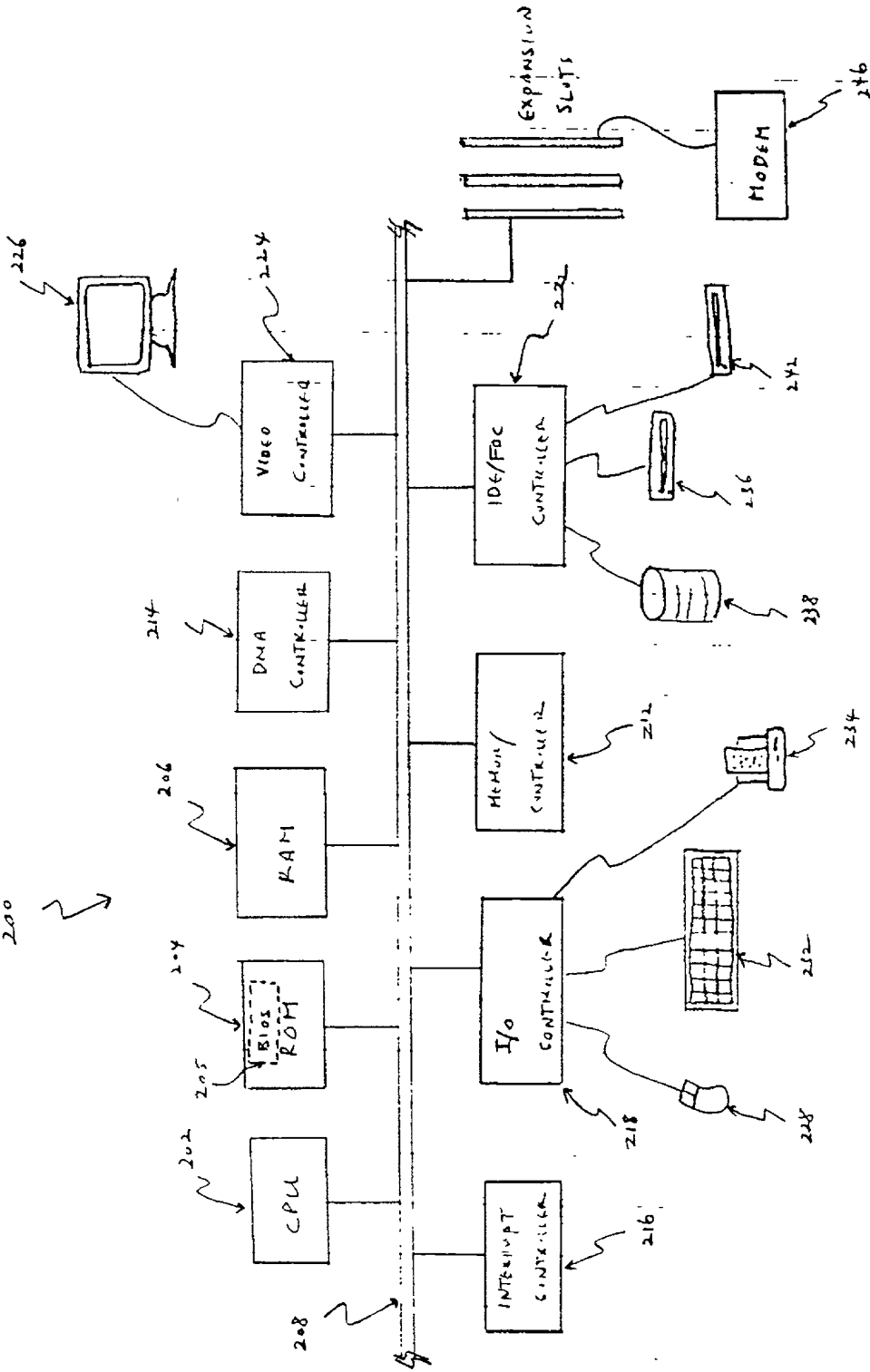


Fig. 2

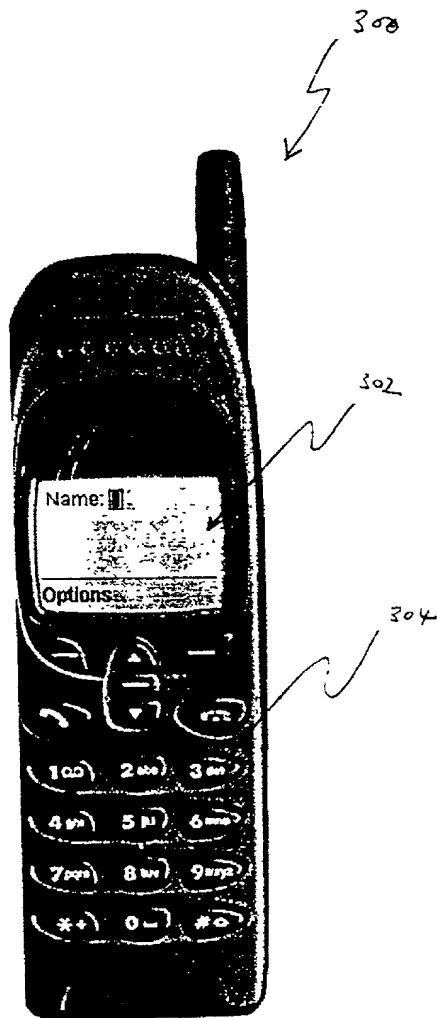


Fig 3

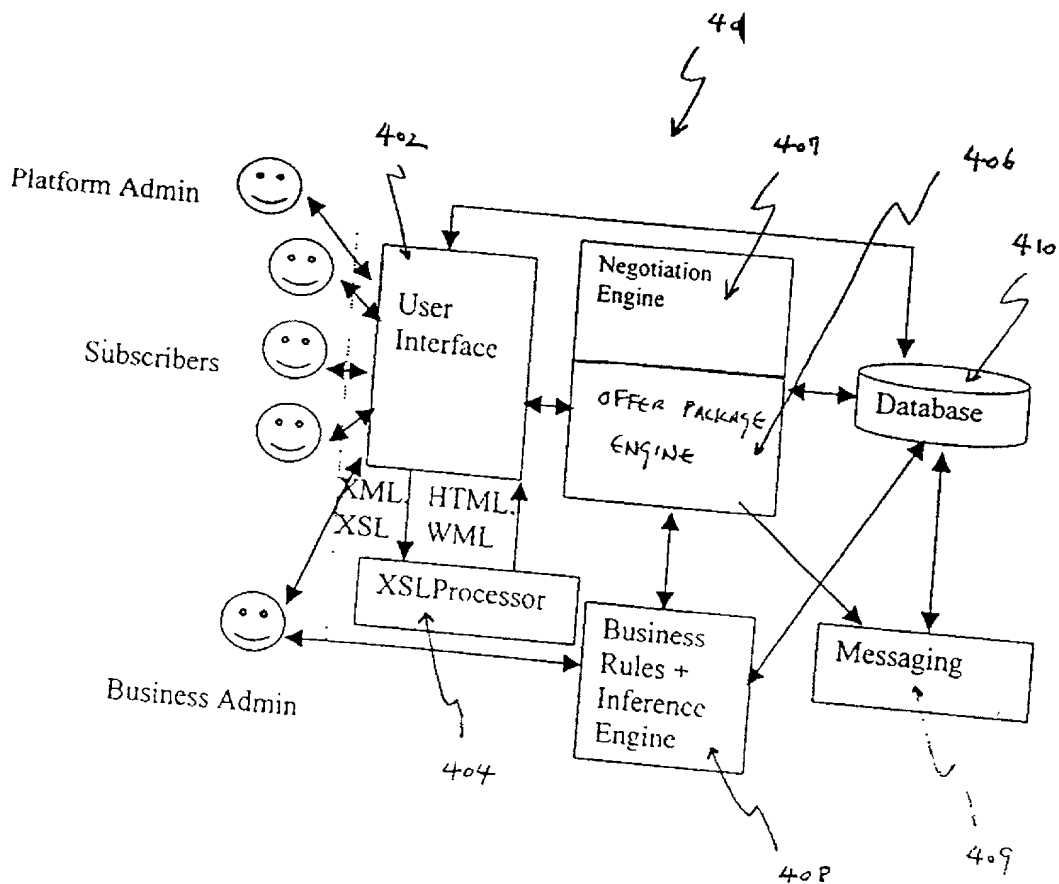


Fig 4

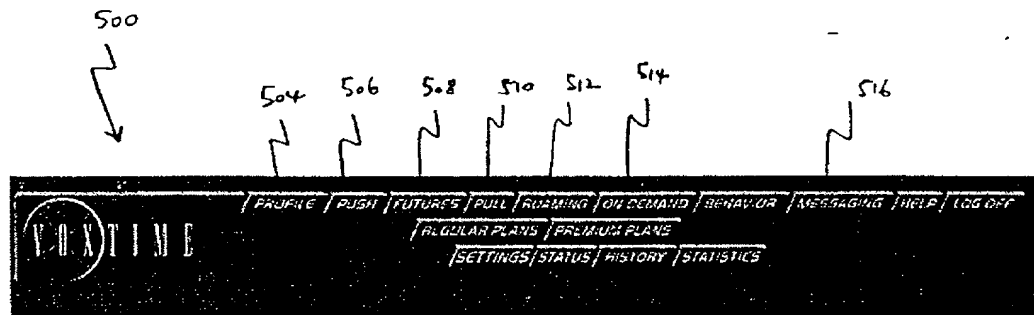


Fig. 5

522

524

526

Nr	Name	Number of Members	Description
1.	All	43	All the customers
2.	Americans	6	All the customers living in US.
3.	Romanians	12	All customers living in Romania
4.	Roaming users	31	All the customers that are using the roaming facilities.
5.	Business Users	33	All customers that have business contract
6.	Private Users	10	All the customers having private contracts.
7.	SMS Users	37	This group involves all SMS users, regardless of their other profile matters (location, type of contract, etc.)

Fig 6

600

CREATE NEW OFFER

### Special Offer

Name

Option	Rate [USD]	Call Duration [mins]
First	0.25	10
Second	0.20	8
Third	0.28	22

Call Time: between and  
 :  PM   
 :  PM

Send to

Send on:

Send at:   :  PM

Freeze Offer ☐

UPDATE RESET

Fig 7

800  
↓

302

Special Offers History

804

Date: May / 25th / 2000 Change Date

No Name	Send to Groups	Sending Time
1. <u>Offer to All</u>	All	May 25, 2000 11:39 AM
2. <u>May Offer</u>	Americans	May 25, 2000 12:09 PM

FIG. 8

FIG. 8



No	Offer Name	Sent Offers	Accepted Offers	Acceptance Rate	Potential Income
1.	Offer to All	2874	16	0.55%	\$ 87.45
2.	Offer to Romanians	1173	44	3.75%	\$ 616.00
3.	Offer to Americans	64	8	12.5%	\$ 25.40

Fig 9

900

**Pull Settings**

1002 Flat Fee 1.00 [USD]

1004 Flat Fee + Extra Rate 0.50 [USD] + 0.05 [%]

1006 Extra Rate 0.16 [%]

Simulate Network Busy ☒

UPDATE RESET

1000

Fig 10

Date: May / Every Day / 2000 [Change Date](#)

Change Date

11-2

No	Date	Access Fee	Extra Rate	Call Duration	Income
1.	May/22/2000 4:22 PM	\$ 0.50	\$ 0.05 /min	2 mins	\$ 0.60
2.	May/22/2000 7:22 PM	\$ 1.00	\$ 0.00 /min	2 mins	\$ 1.00
3.	May/22/2000 7:35 PM	\$ 0.00	\$ 0.16 /min	2 mins	\$ 0.32
4.	May/22/2000 8:22 PM	\$ 0.50	\$ 0.05 /min	2 mins	\$ 0.60
5.	May/23/2000 10:10 AM	\$ 0.50	\$ 0.05 /min	9 mins	\$ 0.95

**Your total gain is: \$ 3.47**

1100

Fig 11

1102

1104

1106

## Configure Agent for Premium Plans

Agent Name: Premium Plans Agent  
Location: JFK Airport  
Deadline: May 25th 2000 12:20 PM Now

Parameters Best Worst. MU Importance Behavior

Parameters	Best	Worst. MU	Importance	Behavior
Call Duration	36	5	minutes 0.4	Concessive Behavior
Additional Price	0.5	0.2	USD 0.3	Concessive Behavior
Access Fee	2	1	USD 0.2	Aggressive Behavior

UPDATE RESET AGENT LIST

1208

1212

1214

1200

Fig 12

1302

## Behavior Editing Issues

Name

### Tactics Editing

To add a new tactic select the heading checkbox.

Name		Weight Parameter	
<input checked="" type="checkbox"/>	Time Exponential	<input type="text" value="0.1"/>	<input type="text" value="0.1"/>
<input type="checkbox"/>	Select Tactic	<input type="text" value="0.1"/>	<input type="text"/>
<input type="checkbox"/>	Select Tactic	<input type="text" value="0.1"/>	<input type="text"/>

1304  
1306  
1308  
1312  
1314  
1300

Fig 13

No	Agent Name	Partner	Status
1.1	Premium Plans Agent	new connection	<input checked="" type="radio"/> Active

1400

1420

1402

1404

1424

1422

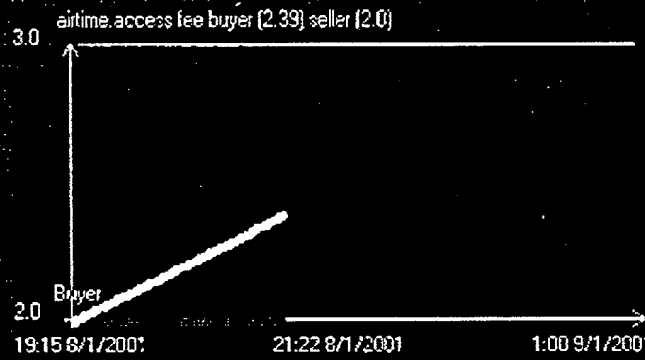
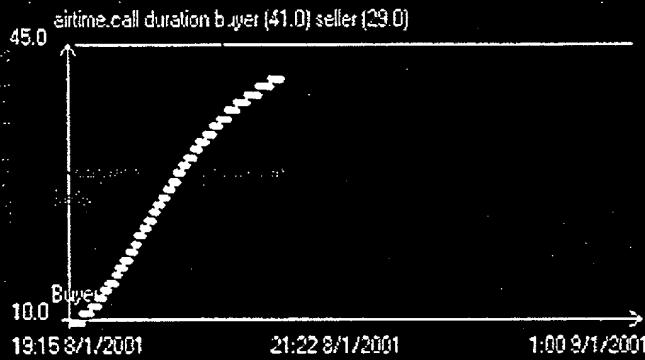
Fig 14

1502

## AGENT ONLINE VIEWER

Please pay attention to the following dynamics. This is how you will be able to detect changes in the status of this live negotiation.

CLOSE



1504

Fig 15

1600



No	Agent Name	Partner	Status
1.13	Premium Plans Agent	Aquila	Deal Failed
1.14	Premium Plans Agent	Antares	Deal Closed
1.15	Premium Plans Agent	Deleted agent	Deal Closed



1602



1604



1606

Fig 16



Fig 17

No	Parameter	Value	MU
1	Call Duration	59	minutes
2	Additional Price	10	USD
3	Access Fee	10	USD

Fig 18

No	Parameter	My Agent Last Value	Partner Agent Last Value	MU
1	Call Duration	29	30	minutes
2	Additional Price	5	2	USD
3	Access Fee	10	10	USD

- **N No : Negotiated Deals** - the number of all the agent's negotiations
- **CD No : Closed Deals** - the number of successful deals
- **NCD No : Failed Deals** - the number of failed negotiations
- **R No : Number of current live negotiations** – the current negotiations
- **SR : Success Rate** - the rapport between successful and number of all negotiations
- **FR : Fail Rate** - the rapport between failures and total number of negotiations

Fig 19

Fig 20

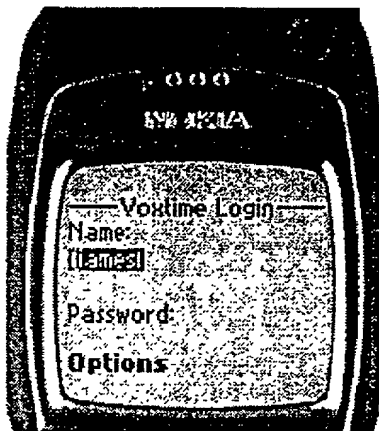


Fig 21

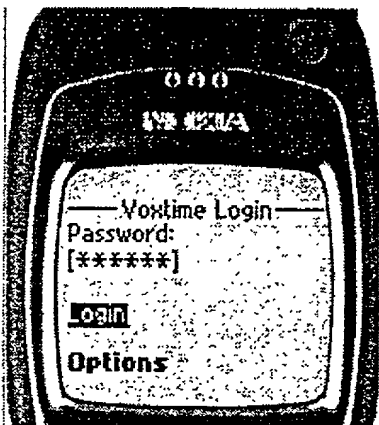
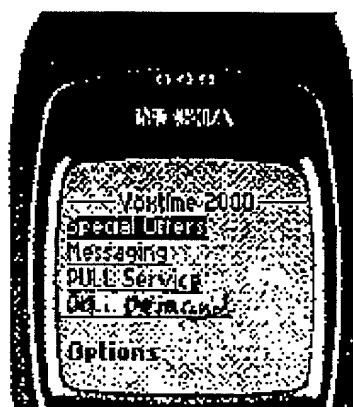


Fig. 22



Fig. 23



2000 12:00 Vodafone

Fig 24

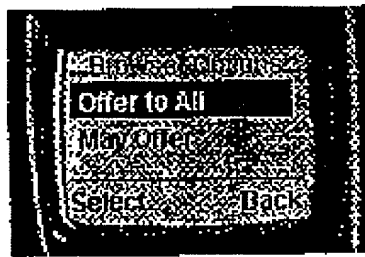


Fig 25

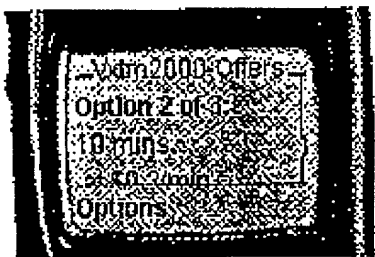


Fig 26

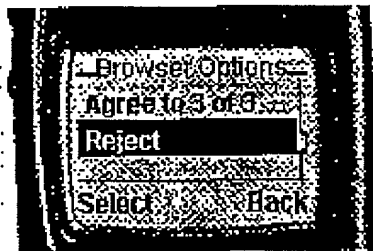


Fig. 27

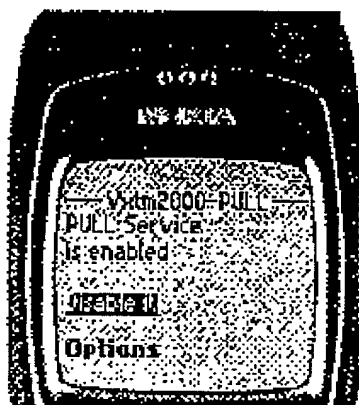


Fig. 28

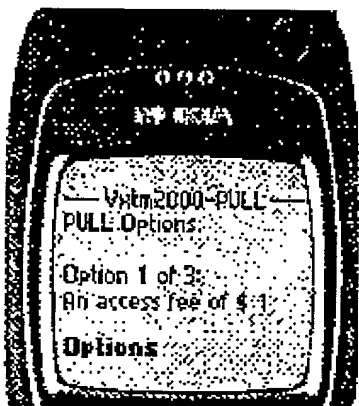


Fig. 29

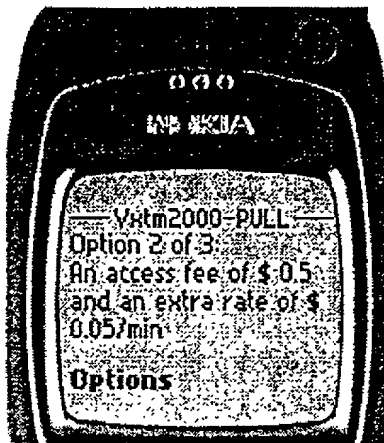


Fig. 30

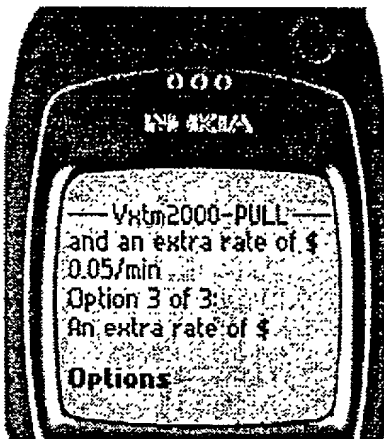


Fig. 31

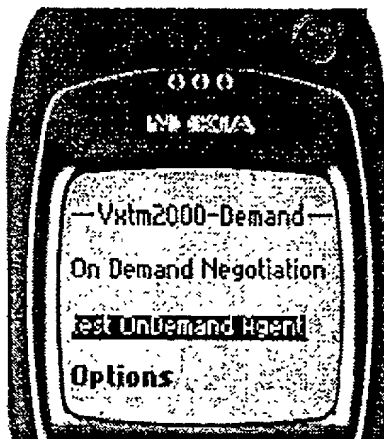


Fig 32

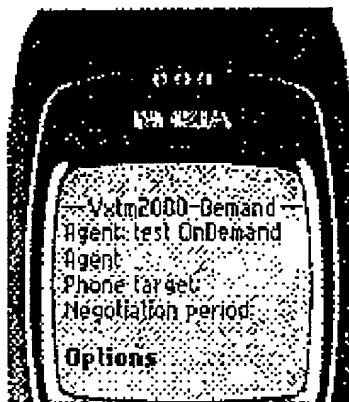


Fig 33



Fig 34

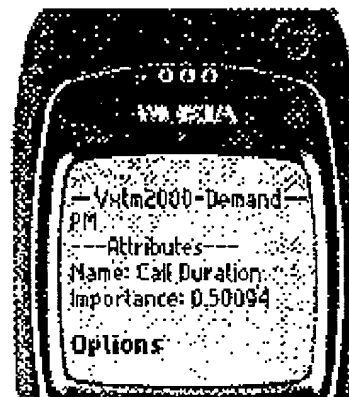




Fig. 35

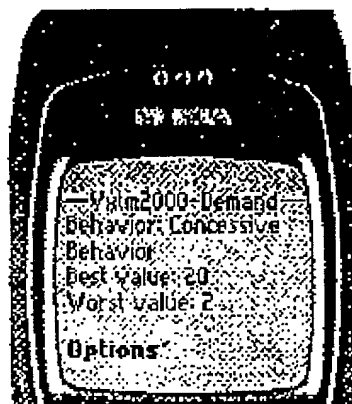


Fig. 36

